



**State of Illinois**  
**Illinois Commerce Commission**  
**Code Part 737.130**  
**LEC Electing Providers Quarterly Filing**

**Illinois Bell Telephone Company d/b/a AT&T Illinois d/b/a AT&T Wholesale**  
**for quarter ending December 31, 2010**

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)**

Credits due to out-of service conditions lasting more than 30 hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$1,156.21	\$2,184.21	\$3,034.61	\$6,375.03
B. Number of credits issued for repairs - 30-48 hours:	109	202	193	504
C. Number of credits issued for repairs - 49-72 hours:	62	125	100	287
D. Number of credits issued for repairs - 73-96 hours:	14	27	65	106
E. Number of credits issued for repairs - 97-120 hours:	7	20	25	52
F. Number of credits issued for repairs greater than 120 hours:	9	15	21	45
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	1208	1206	1592	4006

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$5,598.60	\$3,010.10	\$1,529.20	\$10,137.90
B. Number of installations after 5 business days:	84	70	48	202
C. Number of installations after 10 business days:	1	2	0	3
D. Number of installations after 11 business days:	5	1	0	6
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0

**Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid:	\$7,400.00	\$5,950.00	\$3,800.00	\$17,150.00
B. Number of customers receiving credits:	296	238	152	686
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	0	0	0	0